

What is claimed is:

- 1 1. A system for managing information sources for a user comprising:
2 an interface for receiving data concerning the user;
3 a processing element responsive to the data for identifying at least one information
4 source associated with the user and determining an access right of the user to the information
5 source; and
6 an output element for providing at least one option to perform an action on the
7 information source, the option being provided as a function of the access right to the
8 information source.
- 1 2. The system of claim 1 wherein the information source includes a folder containing
2 contacts information.
- 1 3. The system of claim 1 wherein the information source includes a folder containing
2 appointments information.
- 1 4. The system of claim 1 wherein the data is received in establishing a telephone
2 connection with the interface, and the data contains an automatic number identifier (ANI).
- 1 5. The system of claim 4 wherein the telephone connection includes a wireless
2 telephone connection, and the ANI includes a wireless telephone number.
- 1 6. The system of claim 1 wherein the at least one option being selected by an agent
2 on behalf of the user, the agent being granted the access right to the information source.
- 1 7. The system of claim 6 wherein the agent includes an operator to whom the user

1 calls to access the information source.

1 8. The system of claim 1 wherein the access right includes a right to view
2 information in the information source.

1 9. The system of claim 1 wherein the access right includes a right to edit information
2 in the information source.

1 10. The system of claim 1 wherein the access right includes a right to grant others
2 rights to access the information source.

1 11. The system of claim 1 wherein the information source includes a telephone
2 number kept confidential from the user limited by the access right, the system further
3 comprising a telecommunication facility for connecting the user to the telephone number
4 through an agent.

1 12. The system of claim 11 wherein the agent is an operator from which the
2 telephone number is also kept confidential.

1 13. A system for managing at least first and second information sources comprising:
2 a memory for storing data concerning an association of the first information source
3 with the second information source;
4 a device for selecting at least one direction of a flow of information between the first
5 information source and the second information source;
6 an interface for accessing at least one of the first information source and the second
7 information source through a communication connection; and
8 a processor for updating at least the first information source with information in the

1 second information source in accordance with the direction.

1 14. The system of claim 13 wherein the first and second information sources contain
2 contacts information.

1 15. The system of claim 13 wherein the first and second information sources contain
2 appointments information.

1 16. The system of claim 13 wherein the communication connection includes an
2 Internet connection.

1 17. The system of claim 13 wherein the first information source is updated while the
2 system is idle.

1 18. The system of claim 13 further comprising a battery power source, wherein an
2 update of the first information source is halted while the system is drawing power from the
3 battery power source.

1 19. A directory system comprising:
2 an interface for locating contact information concerning a party in a directory;
3 a processor for verifying whether the contact information is valid, and generating a
4 selectable option of initiating a communication connection with the party based on the
5 contact information when the contact information is verified to be valid; and
6 a device for selecting the option to initiate the communication connection.

1 20. The system of claim 19 wherein the contact information includes a telephone
2 number of the party.

1 21. The system of claim 20 wherein the communication connection includes a voice
2 connection.

1 22. The system of claim 21 wherein the voice connection includes a voice over
2 Internet protocol (VoIP) connection.

1 23. The system of claim 19 wherein the interface includes a graphic user interface
2 (GUI), and the selectable option includes an icon.

1 24. The system of claim 19 comprising a personal computer (PC).

1 25. The system of claim 24 wherein the device includes a mouse device connected to
2 the PC.

1 26. A directory system for use by a user associated with a selected telephone number
2 comprising:

3 an interface for locating a second telephone number associated with a party in a
4 directory;

5 a device for initiating communications between the user and the party; and

6 a switching subsystem for establishing a first communication connection to the
7 second telephone number, and a second communication connection to the selected telephone
8 number, and for bridging the first communication connection to the second communication
9 connection to realize the communications between the user and the party.

1 27. The system of claim 26 wherein the second communication connection includes a
2 wireless connection.

1 28. The system of claim 26 wherein the directory is identified by the selected
2 telephone number.

1 29. The system of claim 26 wherein the interface includes a GUI.

1 30. The system of claim 26 further comprising a second device for causing the party
2 to be on hold after the first communication connection is established.

1 31. A calendaring system comprising:
2 a first device for providing a service concerning a future event for a user;
3 a processor for generating an appointment record containing information concerning
4 the future event for incorporation into a calendar associated with the user; and
5 a second device for providing a notification containing at least part of the information
6 prior to the future event.

1 32. The system of claim 31 wherein the service involves making a reservation for the
2 user.

1 33. The system of claim 31 wherein the service involves purchasing a ticket for the
2 user.

1 34. The system of claim 31 wherein the service involves conducting an electronic
2 transaction for the user.

1 35. The system of claim 31 wherein the notification is provided via voice connection.

1 36. The system of claim 31 wherein the notification is provided via email.

1 37. The system of claim 31 wherein the notification is provided via SMS.

1 38. The system of claim 31 wherein the first device generates data when the service
2 is provided, and the information in the appointment record includes at least part of the data.

1 39. The system of claim 31 wherein the future event is to be attended by an invitee,
2 and the second device provides a second notification concerning the future event to the
3 invitee prior to the future event.

1 40. The system of claim 39 wherein the second notification includes at least part of
2 the information.

1 41. The system of claim 39 wherein the second notification is provided via email.

1 42. The system of claim 39 wherein the processor generates a second appointment
2 record concerning the future event for incorporation into a second calendar which is
3 associated with the invitee.

1 43. The system of claim 31 wherein the notification is provided a predetermined
2 period prior to the future event.

1 44. The system of claim 31 wherein the notification is provided a period prior to the
2 future event whose length varies with the information in the appointment record.

1 45. The system of claim 31 wherein the notification is provided a period prior to the
2 future event whose length varies with a category of the appointment record.

1 46. A calendaring system comprising:
2 a database for containing a plurality of appointment calendars;
3 an interface for receiving from a user a request for selected access to a selected one of
4 the appointment calendars;
5 a processor for identifying an access level associated with the user with respect to the
6 selected calendar, and determining whether the access level permits the selected access; and
7 a server for meeting the request when it is determined that the access level permits the
8 selected access.

1 47. The system of claim 46 wherein the request is met by an operator's performing
2 the selected access for the user.

1 48. The system of claim 46 wherein the request is received via voice connection.

1 49. The system of claim 46 wherein the access level accords read-only rights to the
2 user.

1 50. The system of claim 46 wherein the access level accords administrative rights to
2 the user.

1 51. A communications system for providing a service comprising:
2 an interface for receiving signals in establishing a communication connection, the
3 signals containing an identifier;
4 a processor responsive to the signals for obtaining a profile based on the identifier, the
5 profile including at least one preference for providing the service; and
6 a device for providing the service based on the at least one preference in the profile.

1 52. The system of claim 51 wherein the at least one preference defines an option of
2 the service.

1 53. The system of claim 51 wherein the communication connection includes a
2 telephone connection.

1 54. The system of claim 53 further comprising a facility where a selected operator
2 handles the telephone connection, the selected operator being selected based on a preference
3 of a skill of an operator in the profile.

1 55. The system of claim 53 wherein the identifier includes at least part of an ANI.

1 56. The system of claim 51 wherein the service includes information assistance.

1 57. The system of claim 51 wherein the service includes delivering selected
2 information, and the at least one preference concerns a method of delivery of the selected
3 information.

1 58. The system of claim 57 wherein the method of delivery is via email.

1 59. The system of claim 57 wherein the method of delivery is via short message
2 service (SMS).

1 60. The system of claim 57 wherein the method of delivery is via facsimile.

1 61. The system of claim 57 wherein the method of delivery is via voice connection.

1 62. A system for providing a service in response to a communication comprising:
2 a device for providing the service based on at least one profile;
3 an interface for receiving a request for the at least one profile from the device, the
4 request including an identifier associated with the communication, the at least one profile
5 including one or more preferences for providing the service; and
6 a processor responsive to the identifier for producing a selected version of the at least
7 one profile to the device.

1 63. The system of claim 62 further comprising a memory which contains a second
2 version of the at least one profile, wherein the selected version is produced in response to an
3 indicator indicating applicability of the second version.

1 64. The system of claim 63 wherein the selected version is produced through a
2 communications network.

1 65. The system of claim 64 wherein the communications network includes a wide
2 area network.

1 66. The system of claim 62 wherein the communication includes a telephone call to a
2 facility where the service is provided.

1 67. The system of claim 62 wherein the at least one profile includes a plurality of
2 profiles, the plurality of profiles being accorded different priorities, the selected version being
3 a reconciled version of the plurality of profiles in accordance with the different priorities
4 thereof.

1 68. The system of claim 62 wherein the one or more preferences are selected by a

1 user of the service.

1 69. A system for connecting a calling party to a called party comprising:
2 an interface for receiving through a first communication link communications to an
3 agent, the communications including a request for connecting the calling party to the called
4 party, the agent in response to the request causing an issuance of a call to the called party;
5 a processor for establishing a second communication link in issuing the call;
6 a device for inputting at least one message for transmission to the called party for the
7 called party to consider before answering the call; and
8 a switch for bridging the first communication link to the second communication link.

1 70. The system of claim 69 wherein the agent is an operator.

1 71. The system of claim 69 wherein each of the first and second communication links
2 is a telephone connection.

1 72. The system of claim 69 wherein the at least one message includes a display
2 message.

1 73. The system of claim 69 wherein the at least one message includes information
2 concerning a telephone number of a calling station from which the communications are sent,
3 and an identity of a subscriber to the telephone number.

1 74. The system of claim 73 wherein the at least one message includes information
2 concerning an identity of the calling party different from the subscriber.

1 75. The system of claim 69 wherein the at least one message includes information

1 concerning a telephone number for the called party to call back the calling party.

1 76. The system of claim 69 wherein the at least one message includes information
2 concerning a facsimile number.

1 77. The system of claim 69 wherein the at least one message includes information
2 concerning an email address.

1 78. The system of claim 69 wherein the at least one message includes information
2 concerning a content of the call.

1 79. The system of claim 69 wherein the at least one message is derived from the
2 communications.

1 80. A method for managing information sources for a user comprising:
2 receiving data concerning the user;
3 in response to the data, identifying at least one information source associated with the
4 user;
5 determining an access right of the user to the information source; and
6 providing at least one option to perform an action on the information source, the
7 option being provided as a function of the access right to the information source.

1 81. The method of claim 80 wherein the information source includes a folder
2 containing contacts information.

1 82. The method of claim 80 wherein the information source includes a folder
2 containing appointments information.

1 83. The method of claim 80 wherein the data is received in establishing a telephone
2 connection with the interface, and the data contains an ANI.

1 84. The method of claim 83 wherein the telephone connection includes a wireless
2 telephone connection, and the ANI includes a wireless telephone number.

1 85. The method of claim 80 wherein the at least one option being selected by an
2 agent on behalf of the user, the agent being granted the access right to the information source.

1 86. The method of claim 85 wherein the agent includes an operator to whom the user
2 calls to access the information source.

1 87. The method of claim 80 wherein the access right includes a right to view
2 information in the information source.

1 88. The method of claim 80 wherein the access right includes a right to edit
2 information in the information source.

1 89. The method of claim 80 wherein the access right includes a right to grant others
2 rights to access the information source.

1 90. The method of claim 80 wherein the information source includes a telephone
2 number kept confidential from the user limited by the access right, the method further
3 comprising connecting the user to the telephone number through an agent.

1 91. The method of claim 90 wherein the agent is an operator from which the

1 telephone number is also kept confidential.

1 92. A method for use in a system for managing at least first and second information
2 sources comprising:

3 storing data concerning an association of the first information source with the second
4 information source;

5 selecting at least one direction of a flow of information between the first information
6 source and the second information source;

7 accessing at least one of the first information source and the second information
8 source through a communication connection; and

9 updating at least the first information source with information in the second
10 information source in accordance with the direction.

1 93. The method of claim 92 wherein the first and second information sources contain
2 contacts information.

1 94. The method of claim 92 wherein the first and second information sources contain
2 appointments information.

1 95. The method of claim 92 wherein the communication connection includes an
2 Internet connection.

1 96. The method of claim 92 wherein the first information source is updated while the
2 system is idle.

1 97. A method for use in a directory system comprising:
2 locating contact information concerning a party in a directory;

1 verifying whether the contact information is valid;
2 generating a selectable option of initiating a communication connection with the party
3 based on the contact information when the contact information is verified to be valid; and
4 selecting the option to initiate the communication connection.

1 98. The method of claim 97 wherein the contact information includes a telephone
2 number of the party.

1 99. The method of claim 97 wherein the communication connection includes a voice
2 connection.

1 100. The method of claim 99 wherein the voice connection includes a VoIP
2 connection.

1 101. The method of claim 97 wherein the selectable option includes an icon.

1 102. A method for providing a directory for a user associated with a selected
2 telephone number, the method comprising:
3 locating a second telephone number associated with a party in the directory;
4 initiating communications between the user and the party;
5 establishing a first communication connection to the second telephone number, and a
6 second communication connection to the selected telephone number; and
7 bridging the first communication connection to the second communication connection
8 to realize the communications between the user and the party.

1 103. The method of claim 102 wherein the second communication connection
2 includes a wireless connection.

1 104. The method of claim 102 wherein the directory is identified by the selected
2 telephone number.

1 105. The method of claim 102 further comprising causing the party to be on hold
2 after the first communication connection is established.

1 106. A method for use in a calendaring system, the method comprising:
2 providing a service concerning a future event for a user;
3 generating an appointment record containing information concerning the future event
4 for incorporation into a calendar associated with the user; and
5 providing a notification containing at least part of the information prior to the future
6 event.

1 107. The method of claim 106 wherein the service involves making a reservation for
2 the user.

1 108. The method of claim 106 wherein the service involves purchasing a ticket for
2 the user.

1 109. The method of claim 106 wherein the service involves conducting an electronic
2 transaction for the user.

1 110. The method of claim 106 wherein the notification is provided via voice
2 connection.

1 111. The method of claim 106 wherein the notification is provided via email.

1 112. The method of claim 106 wherein the notification is provided via SMS.

1 113. The method of claim 106 further comprising generating data when the service is
2 provided, and the information in the appointment record includes at least part of the data.

1 114. The method of claim 106 wherein the future event is to be attended by an
2 invitee, and the second device provides a second notification concerning the future event to
3 the invitee prior to the future event.

1 115. The method of claim 114 wherein the second notification includes at least part
2 of the information.

1 116. The method of claim 114 wherein the second notification is provided via email.

1 117. The method of claim 114 further comprising generating a second appointment
2 record concerning the future event for incorporation into a second calendar which is
3 associated with the invitee.

1 118. The method of claim 106 wherein the notification is provided a predetermined
2 period prior to the future event.

1 119. The method of claim 106 wherein the notification is provided a period prior to
2 the future event whose length varies with the information in the appointment record.

1 120. The method of claim 106 wherein the notification is provided a period prior to
2 the future event whose length varies with a category of the appointment record.

1 121. A method for use in a calendaring system comprising:
2 storing a plurality of appointment calendars;
3 receiving from a user a request for selected access to a selected one of the
4 appointment calendars;
5 identifying an access level associated with the user with respect to the selected
6 calendar;
7 determining whether the access level permits the selected access; and
8 meeting the request when it is determined that the access level permits the selected
9 access.

1 122. The method of claim 121 wherein the request is met by an operator's
2 performing the selected access for the user.

1 123. The method of claim 121 wherein the request is received via voice connection.

1 124. The method of claim 121 wherein the access level accords read-only rights to
2 the user.

1 125. The method of claim 121 wherein the access level accords administrative rights
2 to the user.

1 126. A method for providing a service, the method comprising:
2 receiving signals in establishing a communication connection, the signals containing
3 an identifier;
4 in response to the signals, obtaining a profile based on the identifier, the profile
5 including at least one preference for providing the service; and
6 providing the service based on the at least one preference in the profile.

7 127. The method of claim 126 wherein the at least one preference defines an option
8 of the service.

1 128. The method of claim 126 wherein the communication connection includes a
2 telephone connection.

1 129. The method of claim 128 further comprising handling the telephone connection
2 by a selected operator, the selected operator being selected based on a preference of a skill of
3 an operator in the profile.

1 130. The method of claim 128 wherein the identifier includes at least part of an ANI.

1 131. The method of claim 126 wherein the service includes information assistance.

1 132. The method of claim 126 wherein the service includes delivering selected
2 information, and the at least one preference concerns a method of delivery of the selected
3 information.

1 133. The method of claim 132 wherein the method of delivery is via email.

1 134. The method of claim 132 wherein the method of delivery is via SMS.

1 135. The method of claim 132 wherein the method of delivery is via facsimile.

1 136. The method of claim 132 wherein the method of delivery is via voice
2 connection.

1 137. A method for providing a service in response to a communication, the method
2 comprising:
3 providing the service based on at least one profile;
4 receiving a request for the at least one profile, the request including an identifier
5 associated with the communication, the at least one profile including one or more preferences
6 for providing the service; and
7 in response to the identifier, producing a selected version of the at least one profile.

1 138. The method of claim 137 further comprising storing a second version of the at
2 least one profile, wherein the selected version is produced in response to an indicator
3 indicating applicability of the second version.

1 139. The method of claim 138 wherein the selected version is produced through a
2 communications network.

1 140. The method of claim 139 wherein the communication includes a telephone call
2 to a facility where the service is provided.

1 141. The method of claim 137 wherein the at least one profile includes a plurality of
2 profiles, the plurality of profiles being accorded different priorities, the selected version being
3 a reconciled version of the plurality of profiles in accordance with the different priorities
4 thereof.

1 142. The method of claim 137 wherein the one or more preferences are selected by a
2 user of the service.

1 143. A method for use in a system for connecting a calling party to a called party, the

1 method comprising:

2 receiving through a first communication link communications to an agent, the
3 communications including a request for connecting the calling party to the called party, the
4 agent in response to the request causing an issuance of a call to the called party;

5 establishing a second communication link in issuing the call;

6 inputting at least one message for transmission to the called party for the called party
7 to consider before answering the call; and

8 bridging the first communication link to the second communication link.

1 144. The method of claim 143 wherein the agent is an operator.

1 145. The method of claim 143 wherein each of the first and second communication
2 links is a telephone connection.

1 146. The method of claim 143 wherein the at least one message includes a display
2 message.

1 147. The method of claim 143 wherein the at least one message includes information
2 concerning a telephone number of a calling station from which the communications are sent,
3 and an identity of a subscriber to the telephone number.

1 148. The method of claim 147 wherein the at least one message includes information
2 concerning an identity of the calling party different from the subscriber.

1 149. The method of claim 143 wherein the at least one message includes information
2 concerning a telephone number for the called party to call back the calling party.

1 150. The method of claim 143 wherein the at least one message includes information
2 concerning a facsimile number.

1 151. The method of claim 143 wherein the at least one message includes information
2 concerning an email address.

1 152. The method of claim 143 wherein the at least one message includes information
2 concerning a content of the call.

1 153. The method of claim 143 wherein the at least one message is derived from the
2 communications.

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